



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:)	Confirmation No. 1577
)	
Michael P. LILLY)	Group Art Unit: 3623
)	
Serial No.: 09/690,566)	Examiner: M. Irshadullah
)	
Filed: Oct. 17, 2000)	Atty. Dkt. No.: 119645.00102
)	

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING
CUSTOMER SERVICE IMPACT

AMENDMENT

December 20, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated June 21, 2004, kindly amend the above-identified patent application as follows:

Amendments to the Specification begin on page 2 of this paper.

Listing of Claims begin on page 5 of this paper.

Remarks/Arguments begin on page 12 of this paper.